

Guidance to NASA Travelers During SAP Downtime

As you are aware, NASA's accounting system, SAP will be down from late September 2006 until November 13, 2006. No payments will be made from September 27, 2006 until after November 13, 2006, including travel vouchers. When the system comes back up, the NSSC will be working extra shifts and overtime to process the backlog of travel vouchers as quickly as possible.

The Bank of America is aware of the situation that NASA is in. Your Center Agency Program Coordinator (APC) will be working with the Bank of America (BoA) to determine cardholders that are affected by the SAP downtime. The BoA has agreed to help the Agency by putting accounts that are affected by the SAP downtime in Mission Critical status. What that means is that if a cardholder is unable to pay their bill because they have not received a travel reimbursement as a result of the SAP downtime, travel cards will be protected from suspension. Please note: Mission Critical Status will not be granted to cardholders who are delinquent for any other reason besides SAP downtime.

Guidance:

- Please pay your BoA balances by the due date of September 17.
- Submit any outstanding travel vouchers ASAP. NSSC will make every effort to process all domestic and foreign vouchers submitted through Wednesday, September 20th and for Change of Station, Wednesday, September 13th. The NSSC will also try to pay vouchers submitted after these deadlines prior to September 27.
- For travel during October and November, it is highly recommended that PY 2006 funds be used and that travel authorizations for those months be completed, approved, and interfaced with SAP before the accounting system goes down at the end of September. The reason for this is that, although SAP will be down, if the authorization has been approved and has interfaced with SAP, vouchers can be done in Travel Manager during the downtime and will be ready for payment when SAP comes back up.
- If it is determined that an account should be placed in Mission Critical status, the cardholder will still receive bills and letters of delinquency; however, the account will not be suspended.
- The length of Mission Critical status will depend on the length of the downtime and the amount of time that it takes for the backlog of vouchers to be processed, not to exceed 60 days.
- BoA bills must be paid as soon as travel reimbursement is received.